

## FAQ

### MCB/MBTA Town Hall Meeting

#### **The Department of System-Wide Accessibility (SWA):**

The Department of System-Wide Accessibility (SWA) was established in 2007 and is charged with making the MBTA the global model for accessible public transportation. SWA works with every MBTA department to ensure that accessibility for people with disabilities, and the diverse needs of all of our riders, is considered in every decision made regarding the fixed-route system. Whether it is the way we design a station or how a bus operator pulls to the curb, SWA is committed to making sure this is accessible to everyone. SWA oversees the accessibility of all bus, subway, commuter rail and ferry service at the MBTA.

The MBTA offers a reduced fare program for seniors, people who are blind or have low vision, and people with disabilities. To learn more:

<https://www.mbta.com/fares/reduced/blind-access-charliecard>

#### **To learn more about SWA and Accessibility at the T, visit:**

<https://www.mbta.com/accessibility>

#### **May 2021 Initiatives Report:**

<https://cdn.mbta.com/sites/default/files/2021-06/2021-05-24-swa-initiatives.pdf> it wont let me delete the link, maybe it lets you? <https://cdn.mbta.com/sites/default/files/2021-06/2021-05-24-swa-initiatives.pdf>

**Link to sign up for email updates from SWA:** <https://mbta.us19.list-manage.com/subscribe?u=d69747d5fc9f30fa7321ea932&id=5929ae2e24>

#### **Customer Technology Department (CTD):**

CTD applies design thinking and agile methodologies to develop products. Making steady progress in improving the rider experience unifies our diverse team.

To learn more, visit: <https://ctd.mbta.com/>

#### **Reduced Fares Tech Team:**

The Reduced Fares Tech team is a group of MBTA employees from the Customer Technology Department (CTD) and Commercial Strategies and Programs (CSP) responsible for the design and implementation of the Reduced Fares System (RFS), including conducting user research/testing and stakeholder involvement.

**Email:** [reducedfarestech@mbta.com](mailto:reducedfarestech@mbta.com)

## Reduced Fares System (RFS)

The purpose of the RFS is to create one source of truth for the intake and administration of the MBTA's free and reduced fare programs for our senior, disability, blind, and youth riders.

- **Senior:** <https://www.mbta.com/fares/reduced/senior-charliecard>
- **Disability:** <https://www.mbta.com/fares/reduced/transportation-access-pass>
- **Blind:** <https://www.mbta.com/fares/reduced/blind-access-charliecard>
- **Youth:** <https://www.mbta.com/fares/reduced/youth-pass>
- **For Riders:** Accessible and intuitive digital application with self-service options, as well as application submission and status notifications.
- **For Program Administrators (internal and external):** An intuitive and efficient dashboard/workflow to review and process applications for eligibility and fulfillment.

If you have any ideas, feedback, and/or questions regarding the RFS? Please use this form <https://form.asana.com/?k=ajYAIRJk2d-XU9s02kpDUg&d=15492006741476> to submit your thoughts or email: [reducedfarestech@mbta.com](mailto:reducedfarestech@mbta.com)

## CharlieCard Store

- MBTA riders looking to request a Senior, TAP, or Blind CharlieCard or replace a lost, expired, or damaged card and make deposits to RIDE accounts can again visit the reopened CharlieCard Store.
- Need to visit the CharlieCard Store for your TAP or Senior CharlieCard? Use our online scheduler to reserve a time.  
<https://outlook.office365.com/owa/calendar/CharlieCardStoreAppointments@mbta.com/bookings/>
- To learn more, visit: <https://www.mbta.com/fares/charliecard-store>

## The RIDE and on demand options for those who qualify

### How do I apply for The RIDE?

Contact The RIDE Eligibility Center (TREC) at (617)-337-2727 or email us at [trec@paratransit.org](mailto:trec@paratransit.org)

### Plan trips with help from The RIDE Flex: An On-Demand Service

With The RIDE Flex, you can instantly book trips with Uber and Lyft and there is no need to schedule in advance. Starting July 1, RIDE customers can take Flex trips with MBTA partners Uber and Lyft. More providers will be available later this year. Features of this new pilot program include:

- Same-day bookings with a smartphone app or over the phone

- Trip prices as low as \$3
- Wheelchair-accessible vehicles
- TRAC-scheduled trips from your Flex provider of choice, which may help avoid unexpected delays
- Curb-to-curb service (door-to-door service may not be available)\*

\*While the RIDE Flex does not offer traditional ADA paratransit-level service, customers may ask drivers for assistance getting into and out of the vehicle. *We cannot guarantee that drivers will be able to provide this service.*

To learn more about the RIDE flex, visit <https://www.mbta.com/accessibility/the-ride/on-demand-pilot>

## R-TAG

### What is R-TAG?

The Riders' Transportation Access Group is a customer organization with a mission to advise the MBTA on transportation issues that affect people with disabilities and seniors. Membership is open to the public. To learn more, visit:

<https://www.mbta.com/accessibility/get-involved/rtag>

Email: [rtaggroup@gmail.com](mailto:rtaggroup@gmail.com)

## Customer Complaints, Comments, Suggestions, Inquiries & Commendations- For Both Fixed Route & the RIDE

**Customer Service Phone #: 617--222-3200**

**TTY: 617-222-5146**

**Customer Service online:** <https://www.mbta.com/customer-support>